

# PUBLIC OPINION SURVEY RESULTS



Tarrant Regional Water District (TRWD) conducted a comprehensive public opinion survey as part of our strategic commitment to improve community stewardship and build public trust. The survey directly fulfills a key strategic objective to develop and implement a public feedback strategy that identifies key areas of concern, mines for opportunities to improve service to the community, and collects data that can be used to track our progress.



As we celebrate 100 years of service, this survey represents a crucial step in understanding how effectively we are fulfilling our purpose of enriching communities and improving the quality of life through water supply, flood control, and recreation. The feedback gathered helps ensure we continue to act as responsible stewards, while maintaining our mindset of continuous improvement.



# TRWD PUBLIC OPINION SURVEY RESULTS

## Survey Scope and Participation

The survey collected **459** valid responses and achieved strong representation from Fort Worth (**261** respondents) and **18** surrounding communities (**198** respondents). Fort Worth residents represented a significant portion of this survey. This offers valuable insights into our largest service area while supporting our commitment to data-driven decision-making.

## Demographics and Representation

Key demographic findings showed that respondents were predominantly long-term residents, with **78.3%** having lived in the area for over 10 years. The age distribution was older, with **63.9%** of respondents being 55 or older.

## Areas of Assessment

The survey evaluated eight key areas that align with our strategic priorities:

- Public awareness of TRWD
- Long-term water supply management
- Flood protection infrastructure and effectiveness
- Recreational assets and accessibility
- Conservation and environmental programs
- Communication effectiveness and transparency
- Financial responsibility and resource management
- Public confidence in TRWD

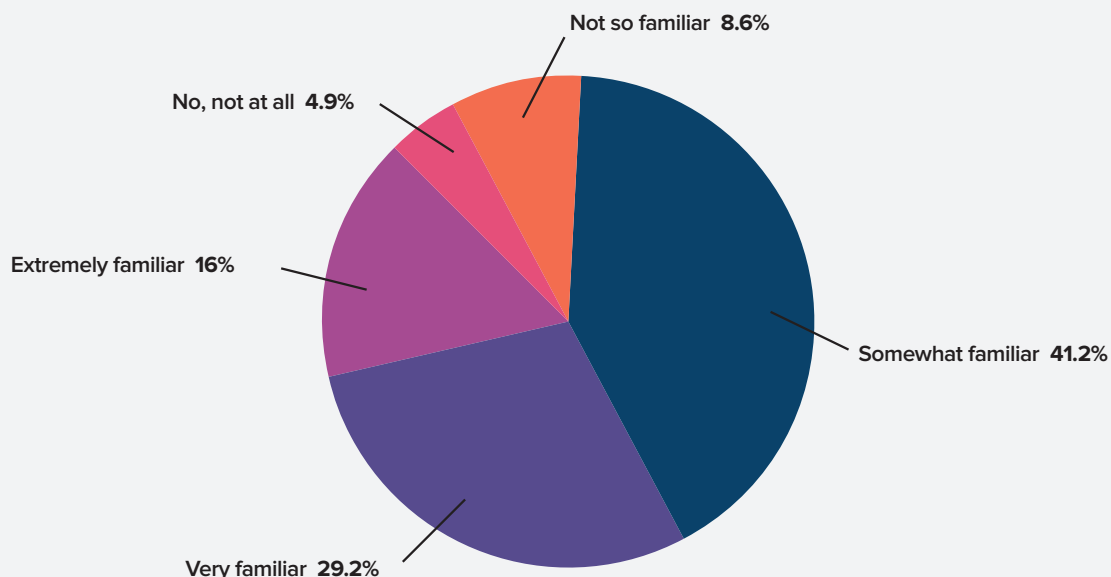
These areas directly correspond to our strategic focus on:

- Meeting rapid growth in our communities
- Enhancing flood protection
- Supporting recreational development
- Strengthening fiscal responsibility
- Improving community stewardship

This report presents detailed findings from each area and offers insights that will help guide TRWD's implementation of our strategic plan, particularly in strengthening community engagement and ensuring our services align with public priorities.

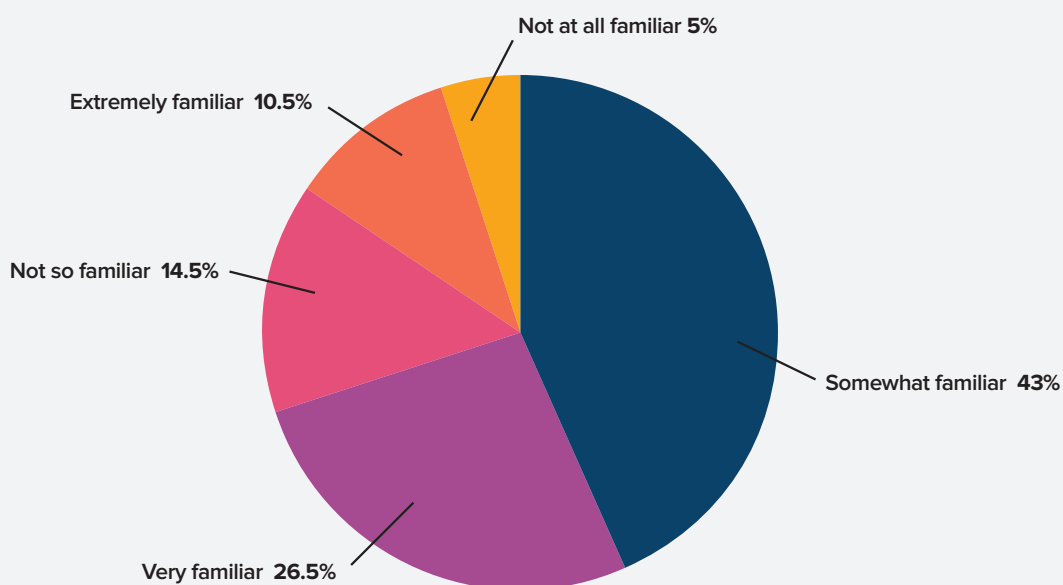
## Fort Worth Residents' Awareness of TRWD

Based on the **261 responses from Fort Worth residents**, the data reveals varying levels of general knowledge and awareness about TRWD.



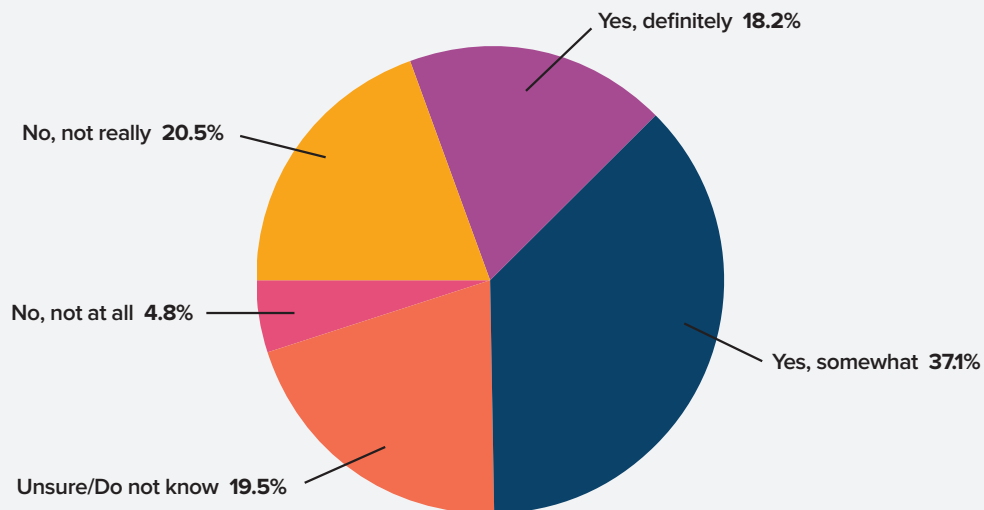
## Other Cities' Awareness of TRWD

**198 respondents** representing 18 cities/towns participated in the survey. The results indicate that Fort Worth residents demonstrate a higher level of familiarity of TRWD's core services of water supply, flood protection, and recreational opportunities, compared to residents of the 18 surrounding communities.



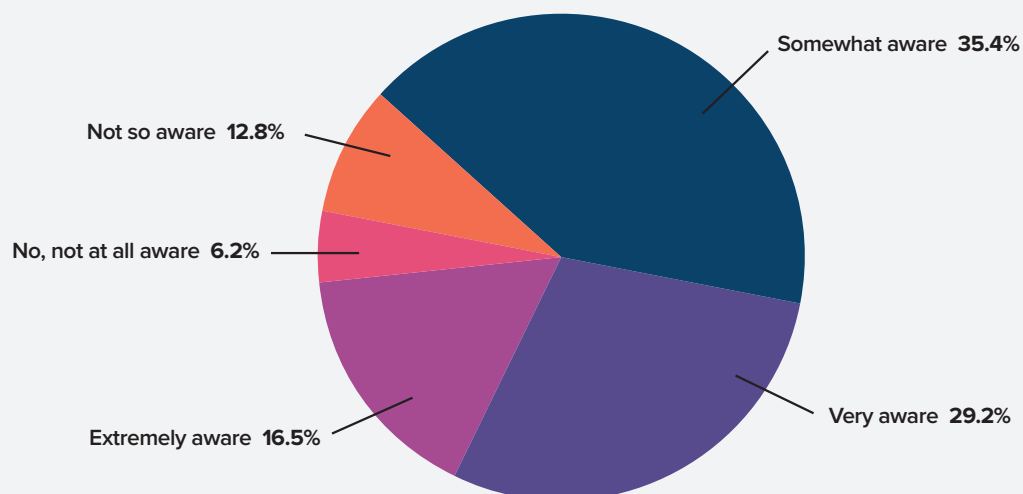
## Long-term Water Supply Management

The following reveals Fort Worth residents' perception of TRWD effectively managing water resources for the region's future needs. There is a mixed but primarily positive perception with the majority of respondents (**55.3%**) expressing confidence in TRWD's management, with **18.2%** showing strong confidence ("Yes, definitely") and **37.1%** indicating moderate confidence ("Yes, somewhat").



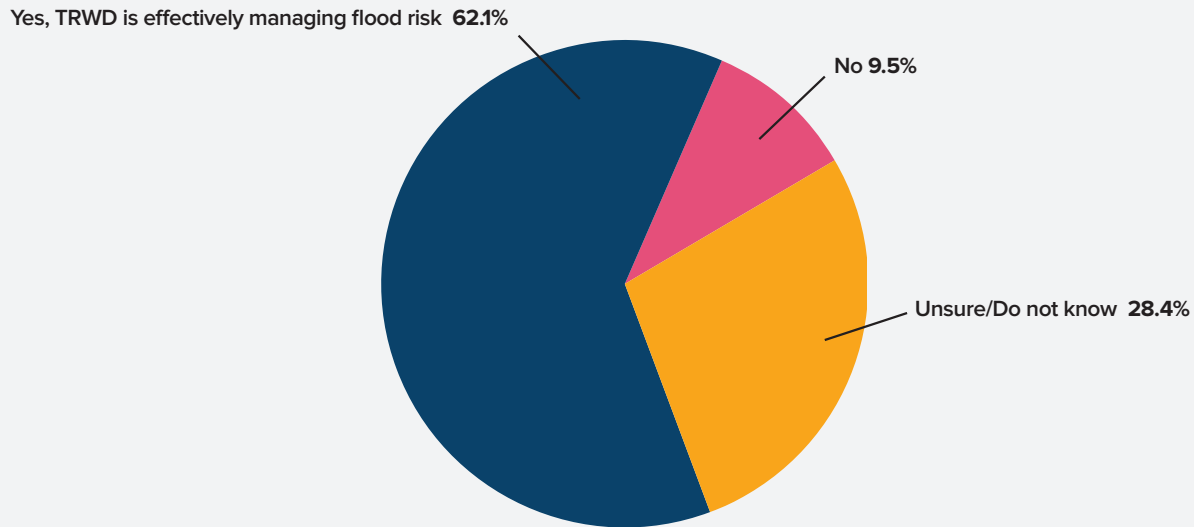
## FW Residents Awareness of TRWD's Role in Flood Protection Infrastructure

The data reveals Fort Worth residents' level of awareness of TRWD's role in flood protection. Most Fort Worth residents have some level of awareness about TRWD's flood protection efforts, with **45.7%** being either extremely or very aware.



## FW Residents Perception of TRWD's Effectiveness Managing Flood Risks

When it comes to effectiveness, there's a strong vote of confidence from residents, with over **62%** believing TRWD is effectively managing flood risks.

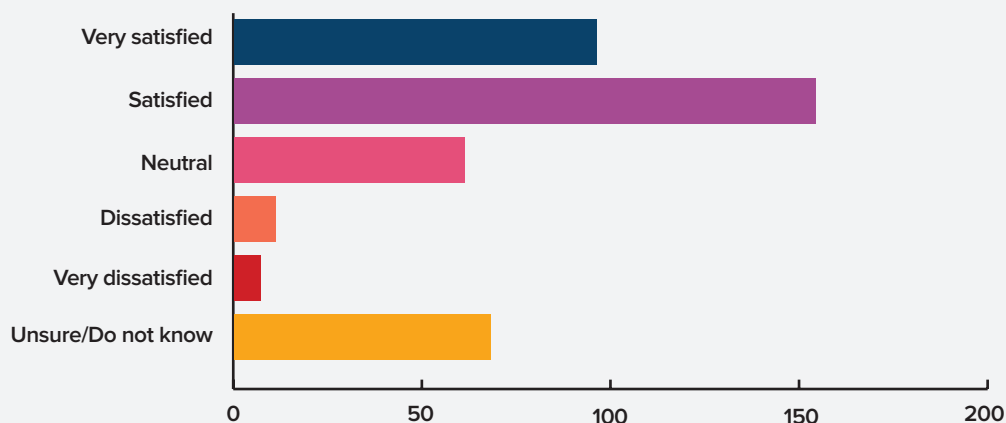


## Management of Recreation Assets

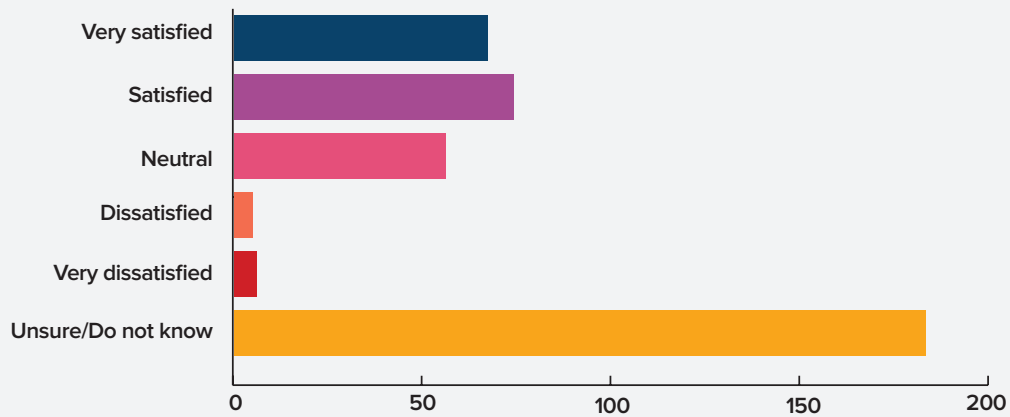
The following data shows varying levels of opinion on TRWD's management of recreational areas utilized by the public.

### The Trinity Trails system

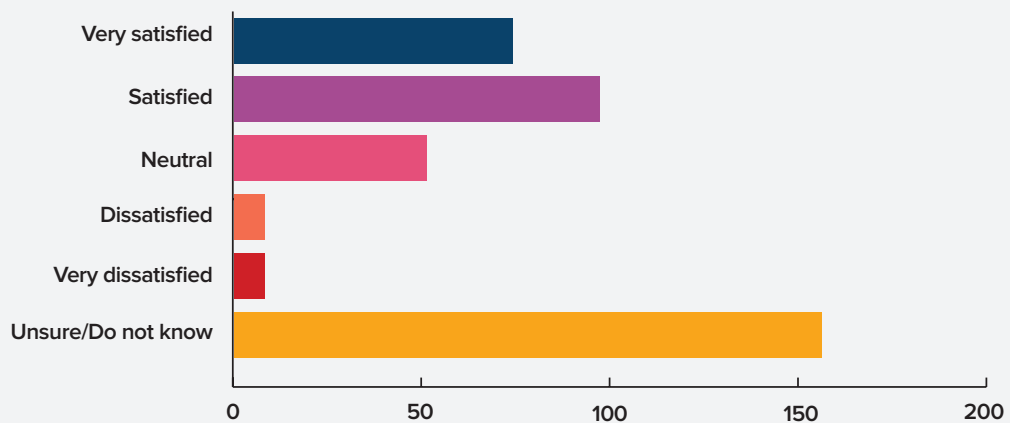
TRWD's most recognized and utilized asset, with high satisfaction rates. **76%** expressed satisfaction (very satisfied or satisfied), with only **5.4%** expressing dissatisfaction.



### Airfield Falls Park



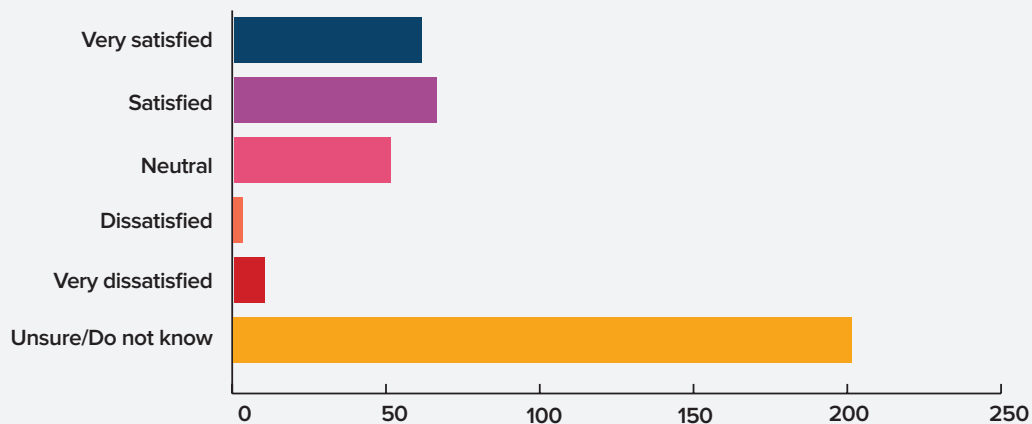
### Eagle Mountain Park



Both Airfield Falls and Eagle Mountain parks maintain similar satisfaction patterns with positive ratings above **65%** among users. Eagle Mountain Park stands out with a **71.9%** satisfaction rate among its users.

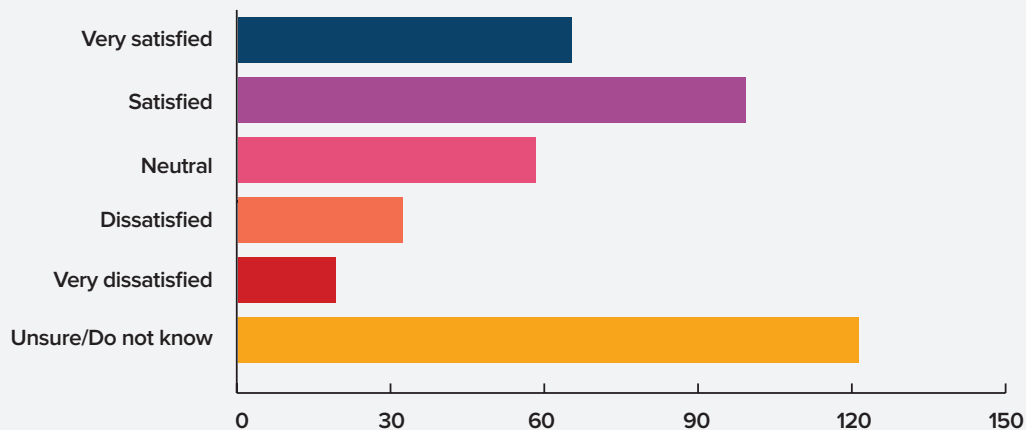
### Twin Points Park

While less utilized, this park maintains solid satisfaction levels with **66.6%** of users expressing satisfaction.



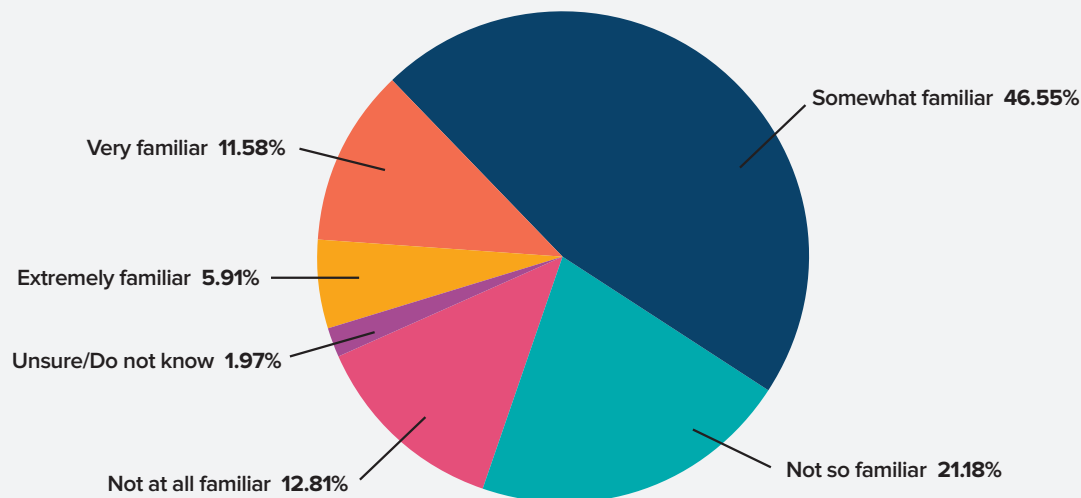
## Eagle Mountain Lake

The most diverse feedback pattern. While **60.1%** of users express satisfaction, it also has the highest dissatisfaction rate of **18.7%** among all recreational areas.



## Conservation and Environmental Initiatives - Awareness

The data below shows the **level of awareness** of conservation programs/initiatives offered by TRWD. **64.%** are at least somewhat familiar with TRWD's conservation programs



## Conservation and Environmental Initiatives - Participation Rates

### High participation initiatives:

Trash Bash (**44.58%**) and Save Tarrant Water (**34.24%**)

### Moderate participation initiatives:

Education Trailers (**13.30%**) and Rainscapes (**12.81%**)

### Low participation initiatives:

Adopt-a-Trail and Adopt-a-Drain (**6.90%**)

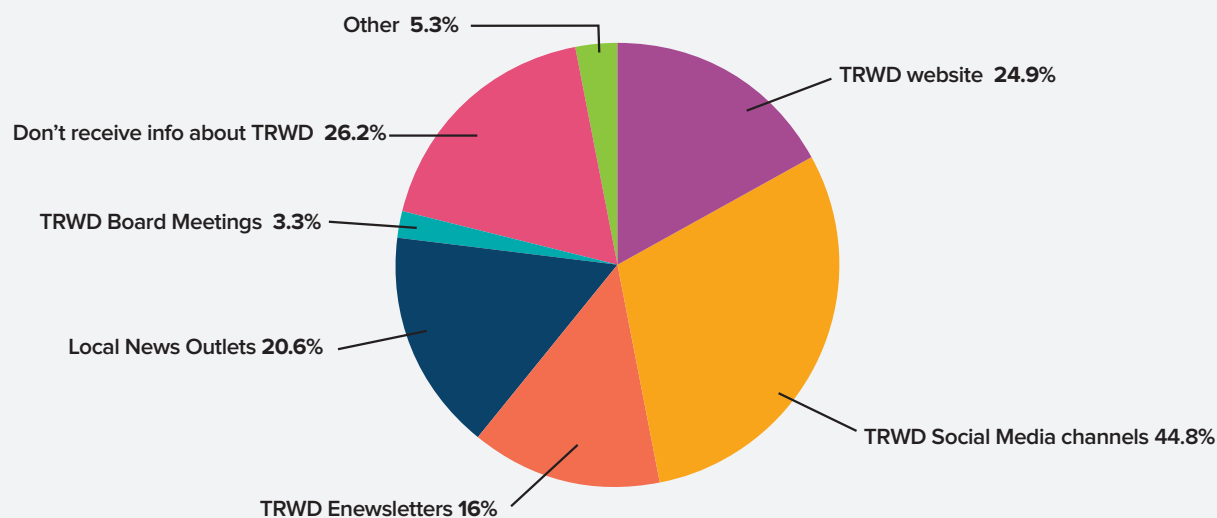
## Conservation and Environmental Initiatives - Importance

Despite varying participation rates, there's overwhelming agreement about the importance of conservation programs as it pertains to TRWD's mission and priorities.

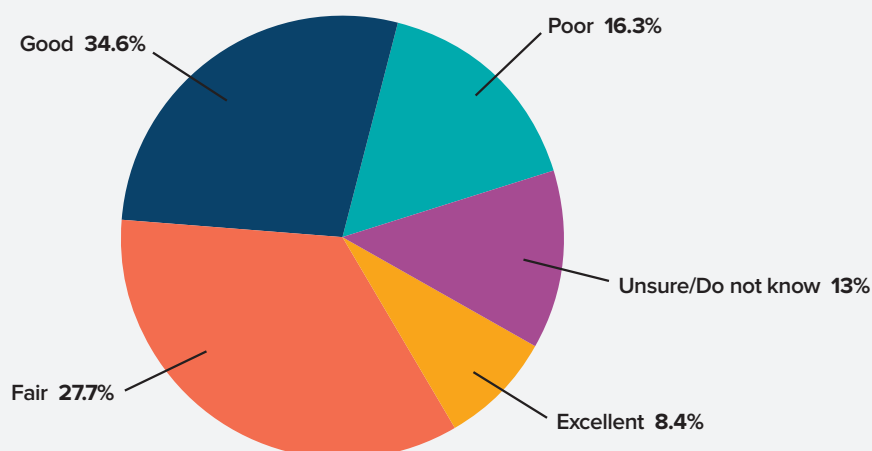
- **97% consider these programs important to the priorities of TRWD** (sum of 77.8% answering "very important" + 19.2% answering "somewhat important")
- Only **2.9%** responded that these initiatives were "not important" to the priorities of TRWD

## Communications

Social media appears to be TRWD's most effective communication channel, reaching **over 44%** of respondents. However, a significant finding is that **26.2%** of respondents report receiving no information from TRWD at all.



The following shows how respondents rated TRWD's communication with the public.



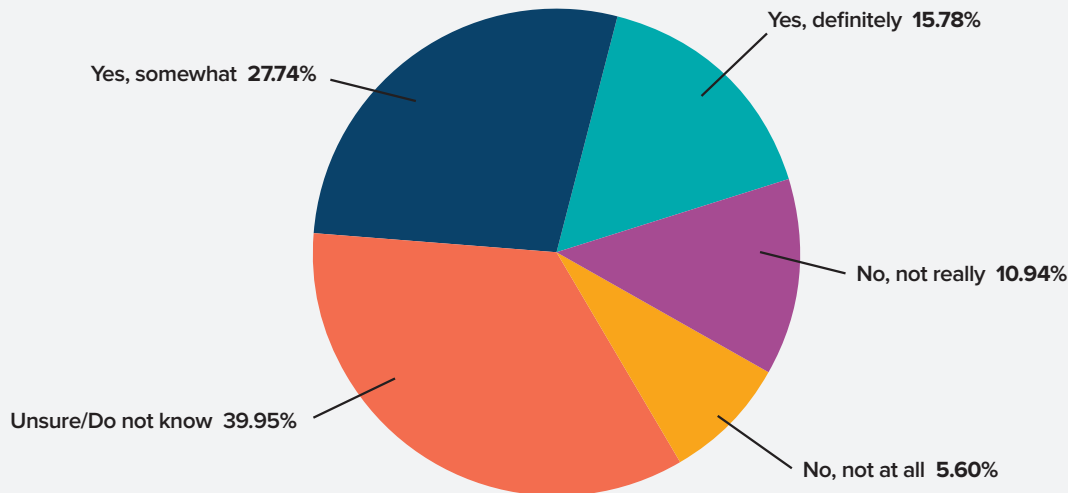


## Finance and Transparency

The following data reveals public opinion on whether TRWD uses financial resources responsibly.

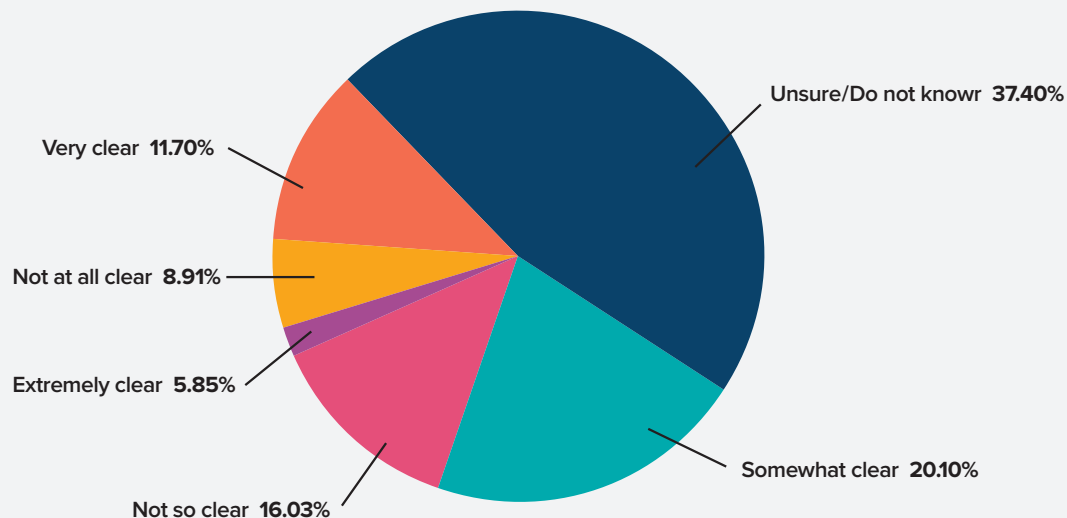
*Among those who expressed an opinion on TRWD's management of finances:*

- **43.5%** express confidence (combined “Yes” responses)
- **16.5%** express concern (combined “No” responses)



*Transparency opinion patterns are similar, showing:*

- Only **17.55%** find TRWD's processes very or extremely clear
- **20.10%** find them somewhat clear
- **24.94%** find them not clear (combined “not so” and “not at all”)
- A substantial **37.40%** are unsure



## TRWD's Primary Focus:

The following shows the priorities the public identified as the most critical areas of focus for TRWD in order of importance. (1=highest importance and 5=lowest importance).

Water-related core services dramatically outrank other functions, with **long-term water supply emerging as the dominant priority**. While flood protection maintains a middle-ground position, recreational opportunities and transparency initiatives rank much lower.

**There is strong consensus around water supply as the top priority** (254 first-place rankings) suggesting this should remain TRWD's primary focus. The high ranking of water quality as a clear second priority indicates public concern about the quantity and quality of water resources.

1. *Ensuring long-term water supply (i.e. conservation efforts, managing reservoirs, etc.)*
2. *Improving water quality (i.e. water quality monitoring, infrastructure maintenance and upgrades, etc.)*
3. *Enhancing flood protection measures (i.e. improved infrastructure, updated levees, etc.)*
4. *Expanding recreational opportunities (constructing and maintaining parks and trails, etc.)*
5. *Increasing transparency and public engagement.*

## Public Confidence in TRWD

Respondents were asked to rate TRWD on a scale of 1 to 5, where 1 represents the lowest and 5 represents the highest level of trust and satisfaction. **84.5%** respondents expressed strong confidence in TRWD (rating of 4 or 5); **6.6%** respondents indicated a neutral position (rating of 3); **8.9%** respondents indicated areas for improvement (rating of 1 or 2).

